

UAMS University of Arkansas for Medical Sciences	UAMS NWA Special Populations  Weekly Report	Week Ending											
		5/15/2021	5/8/2021	5/1/2021	April 2021	March 2021	February 2021	January 2021	December 2020	November 2020	October 2020	September 2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	9	9	30	74	156	268	951	1363	844	484	234	5972
	# Indexes Complete	8	8	26	63	135	251	898	1233	758	428	203	5391
	% Indexed Complete	88.9%	88.9%	86.7%	85.1%	86.5%	93.7%	94.4%	90.5%	89.8%	88.4%	86.8%	90.3%
	# Indexes unreachable (Max Attempts)	1	1	4	9	19	17	52	129	86	56	31	576
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	11.1%	11.1%	13.3%	12.2%	12.2%	6.3%	5.5%	9.5%	10.2%	11.6%	13.2%	9.6%
	# Indexes Attempted calls (all completions + at least 1 attempt)	9	9	30	73	156	268	951	1363	843	484	234	5971
	Average time from Index Received to Index Reached	0.04.17.26	0.05.42.31	0.14.58.15	0.05.30.21	0.02.37.14	0.03.27.45	0.07.03.33	0.09.54.26	0.09.56.38	0.12.25.05	0.20.30.04	1.02.57.59
	Average Index Handle Time	0.00:04:48	0.00:15:42	0.00:13:52	0.00:10:29	0.00:18:21	0.00:21:10	0.00:21:16	0.00:27:47	0.00:29:04	0.03:08:01	0.08:02:28	0.00:31:05
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	88.9%	88.9%	86.7%	85.1%	86.5%	93.7%	94.3%	81.3%	81.5%	71.1%	59.8%	94.0%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	93.3%	95.9%	100.0%	98.5%	99.9%	98.2%	98.5%	96.5%	95.3%	99.6%
Contacts	# contacts generated	22	14	60	156	468	799	2385	3187	2030	1306	785	14761
	# contacts generated per Index Complete	2.8	1.8	2.3	2.5	3.5	3.2	2.7	5.1	2.7	3.1	3.9	2.7
	# contacts complete	22	14	60	156	455	781	2356	2839	1818	1050	543	13309
	% contacts complete	100.0%	100.0%	100.0%	100.0%	97.2%	97.7%	98.8%	89.1%	89.6%	80.4%	69.2%	90.2%
	# contacts unreachable (Max Attempts + missing phone numbers)	0	0	0	0	12	15	22	146	80	124	46	473
	% contacts unreachable (Max Attempts + missing phone numbers)	0.0%	0.0%	0.0%	0.0%	2.6%	1.9%	0.9%	4.6%	3.9%	9.5%	5.9%	3.2%
	# contact ATTEMPTED (all completions + at least 1 attempt)	22	14	60	156	467	797	2378	2798	1752	1132	601	13671
	Average Time from Contact Generated to Contact Reached	2:14:40:00	1:13:42:51	2:04:06:51	1:19:41:13	3:02:33:26	3:07:16:45	2:18:09:23	0:18:01:37	30:22:19:12	1:07:10:10	1:18:17:05	21:23:57:42
	Average Contact Handle Time	0.00:00:00	0.00:00:00	0.00:00:30	0.00:00:11	0.00:00:37	0.00:00:43	0.00:00:46	0.00:14:34	0.00:13:35	0.00:29:28	0.00:18:12	0.00:04:13
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	100.0%	100.0%	100.0%	100.0%	97.2%	97.7%	98.0%	89.7%	86.7%	76.7%	63.9%	97.4%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.4%	99.8%	99.7%	98.9%	92.5%	90.6%	84.8%	71.2%	98.7%
	Average Time from receipt of initial case name to full completion of all related contacts	0.00:00:00	0.00:00:00	0.00:19:49	0.00:39:00	0.00:30:12	0.00:35:14	0.01:01:53	0.23:13:47	1.16:13:44	1.18:02:42	3.20:55:16	0.00:38:19